Kansas Department for Aging and Disability Services

Community Transition Opportunities (CTO) Instructions for Adult Care Home Users

Table of Contents

General Information

Overview

CTO (Community Transition Opportunities) is a KDADS web application, created to meet the requirements of MDS 3.0 Section Q. The CTO application is integrated with two other KDADS web applications: KOTA (Kansas Organization Tracking Application) and KAMIS (Kansas Assessment Management Information System.) KOTA's Facility Home Page application is used for the Nursing Facility information in CTO. KAMIS is used for processing payments to the AAA/ADRC and for KDADS reporting requirements.

The CTO process:
- When a nursing facility resident expresses an interest in transitioning back into the community, the nursing facility creates a CTO worksheet for the resident.
- The worksheet is referred to the Local Contact Agency (LCA) located in that nursing facility's area.
- The LCA accepts the referral, works the case, completes the referral, and sends it to KDADS for billing and any follow-up needed.
- KDADS uses the billing information entered by the LCA to process the payment in KAMIS.
- KDADS records any follow-up information applicable to the resident's referral.

System Requirements

- Internet Connection
- Internet Browser:
  - Microsoft Internet Explorer 11 or newer –the only browser that KDADS officially supports for Web Applications
  - Other browsers may be used with the understanding that KDADS cannot troubleshoot any issues that may arise using KDADS Web Applications with another browser.

Contact Persons

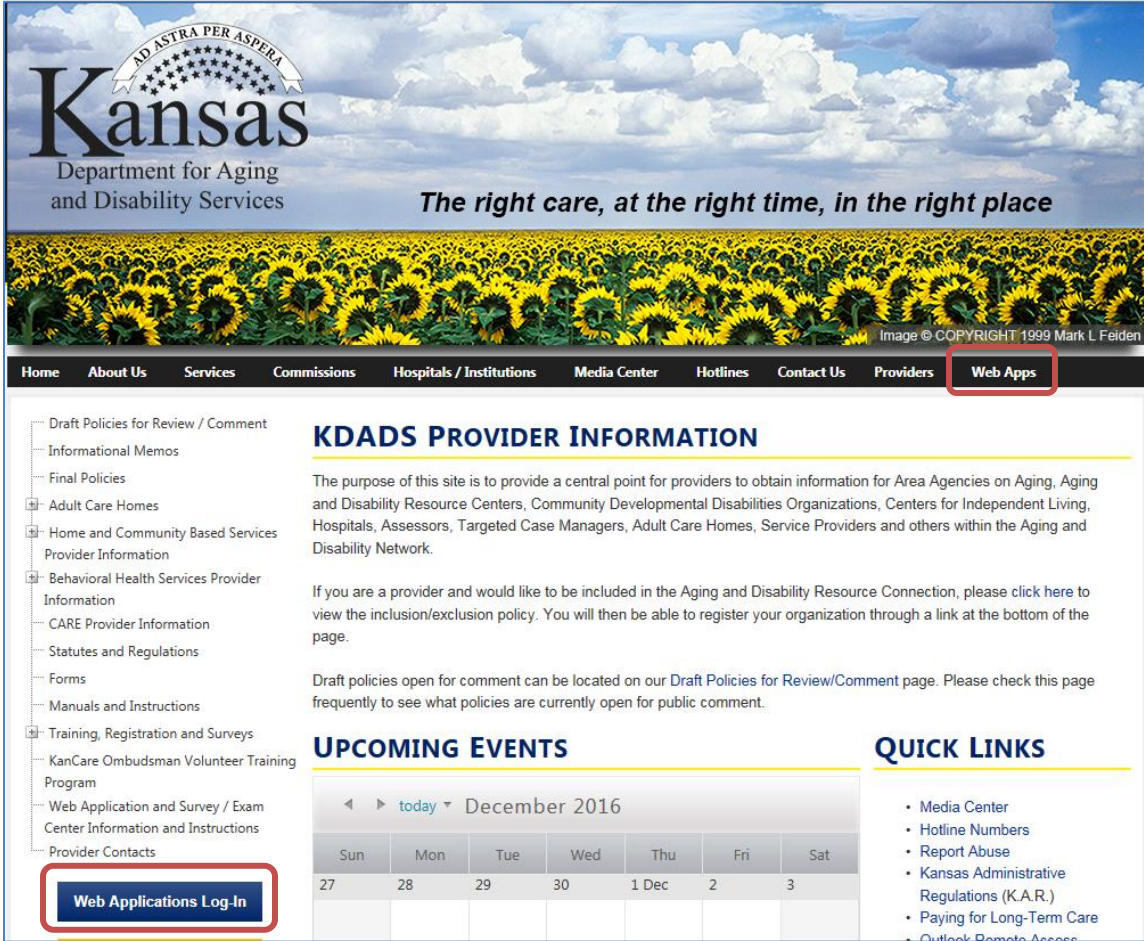| Issue	Contact Person

Application Access
Application Technical Questions
	KDADS Help Desk
	Phone:
	    (785) 296-4987 (Topeka area)
	     or
	    (800) 432-3535 (statewide)
	E-Mail:
	    KDADS.helpdesk@ks.gov

-- CTO Policies and Guidelines Questions
--Assistance with finding the resident in the CTO Client Search page
	CTO Program Manager
	Phone:
	    (785) 296-0385 or (800) 432-3535
	E-Mail:
	    Tyler.Steffes@ks.gov

Accessing the Application

Introduction   Use a web browser to access the KDADS web application site. All KDADS Web Applications are secured and encrypted. These instructions assume the user already has a KDADS Web Applications user account and the necessary security authorizations for the CTO application.

Contact the KDADS Help Desk (785.296.4987 or KDADS.helpdesk@ks.gov) if you need assistance obtaining a user account or access to CTO.

How To   Follow the steps in the table below to login to KDADS Web Applications and launch the CTO application.

Step	Action	Result
1.	Open your internet browser and go to the KDADS Provider Information website. http://www.kdads.ks.gov/provider-home	The KDADS Provider Information home page displays.

Accessing the Application, continued

How To   *Continued*

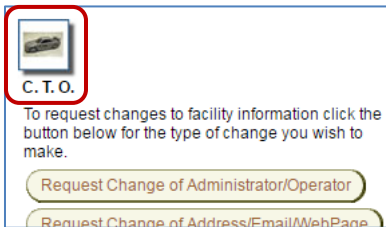| Step	Action	Result
2.	Click on the **Web Applications Log In** button on the left side of the page or the **Web Apps** button located on the Provider Information menu bar.	The KDADS Web Application Information page displays.

Step	Action	Result
3.	Click on the green **Web Applications** button.	The KDADS Login Page for Web Applications displays.

Accessing the Application, continued

How To   *Continued*

Step	Action	Result
4.	Enter your **Username** and press the *Tab* key or click in the **Password** field.	Insertion point advances to *Password* field.
5.	Enter your password.	
6.	Click on the **Login** button or *Tab* to the **Login** button and press *Enter.*	The Web Application Home Page displays.
7.	Click on the **C.T.O.** button located under the 'Applications' region heading.	The CTO application launches and the CTO Report tab displays.
	Note: If you have access to the 'Facility Home Page' application, and have it open, there is a CTO button located on the main page above the 'Change Request' buttons that can be used to launch CTO also.	

Application Navigation Tabs

Introduction　　There are four navigation tabs in the CTO application, and their visibility depends on whether a CTO worksheet is open, or has been viewed. Two are always available:
- Client Search
- CTO Report

The *Client Search* page is used to perform the search for the nursing facility (NF) resident that the CTO referral is being initiated for, and to review any previous CTO referral worksheets if already created for the resident.

The *CTO Report* page is a complete listing of all CTO worksheets created for any resident associated with the logged-in user's facility.

Two additional navigation tabs are visible if a CTO Worksheet is currently open:
- Client Forms (KAMIS #)
- LCA Worksheet (form sequence #)

The *Client Forms* page displays all worksheets for the customer who most recently had a CTO worksheet created or otherwise accessed. The customer's KAMIS number appears on the Client Forms tab.

The *LCA Worksheet* is the actual CTO worksheet form. This is where the form is filled out and referred to the LCA. This tab does not display until a newly created worksheet is saved for the first time. The saved worksheet's system-assigned unique sequence number appears on the LCA Worksheet tab.

Search Page

Continued on next page

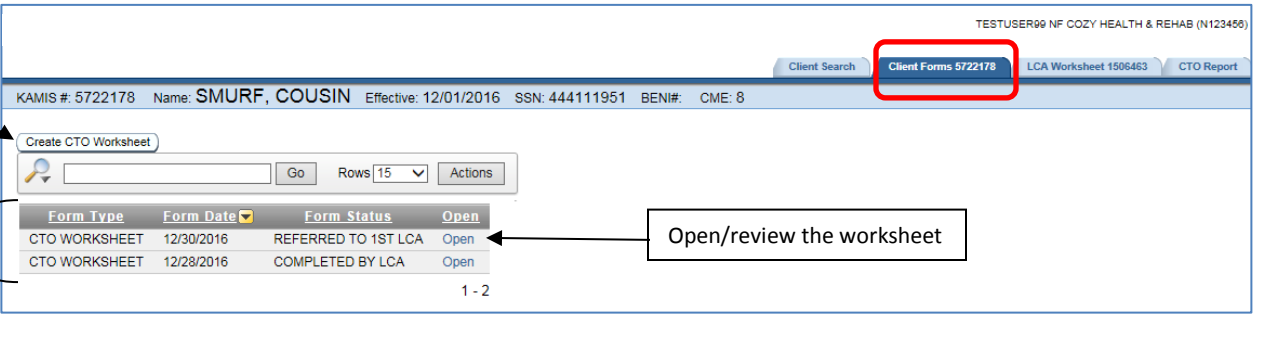# Application Navigation Tabs, continued

CTO Report Page

Pre-defined Filters

ALL STATUSES ○ ACTIVE ○ COMPLETED BY LCA ○ COMPLETED BY KDOA/KDADS ○ STOPPED ○ DISCARDED
ALL DAYS ○ LESS THAN 7 ○ LESS THAN 14 ○ OVER 14

Search the Report Listing

Report Listing

Kamis Nbr	Last Name	First Name	SSN	Form Date	Form Status	Open	Assigned To	Total Days	Current Days
5722178	SMURF	COUSIN	444111951	12/29/2016	REFERRED TO 1ST LCA	View	LCA1 (8)	1	1
5722161	SMURF	MAMA	444111944	12/29/2016	STOPPED - ON WAITING LIST	Open	-	-	-
5722178	SMURF	COUSIN	444111951	12/28/2016	COMPLETED BY LCA	View	KDADS	1	-

Client Forms Page

Create new CTO for this client

Create CTO Worksheet

Existing worksheets for this client

Open/review the worksheet

Form Type	Form Date	Form Status	Open
CTO WORKSHEET	12/30/2016	REFERRED TO 1ST LCA	Open
CTO WORKSHEET	12/28/2016	COMPLETED BY LCA	Open

1 - 2

LCA Worksheet Page
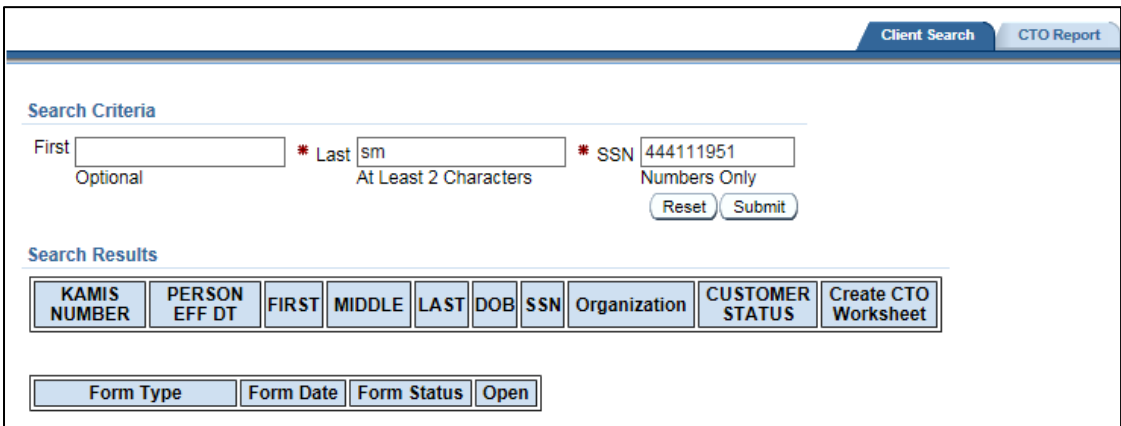

The currently open worksheet

Client Search Tab

Introduction   In order to create a CTO worksheet for a customer, the person information must already exist in KDADS' KAMIS web application. The Search function in CTO actually runs the inquiry in KAMIS. If the person record is found, the CTO process can continue. If the person record is not found, the KDADS CTO Program Manager must be contacted so the person information can be added to KAMIS, after which the CTO process can continue.

How To   Follow the steps in the table below to complete a CTO Client Search.

Step	Action	Result
1.	If the *Client Search* page is not displayed, click on the **Client Search** tab.	The *Client Search* page displays.

2.	Enter the **Search Criteria:**
	  First Name – Optional
	  Last Name – At least 2 characters are required
	  SSN – Required (9 digits – no dashes)
		Search criteria displays.

Step	Action	Result
3.	Click on the **Submit** button.	Refer to the appropriate 'If…Then…' scenario in the following tables for the Search Result that displays.

Continued on next page

Client Search Tab, continued

Search Results Scenarios

Step	Action	Result

If ….	Then ….
Person is returned (found)	Proceed with opening an existing form or creating a new form.

Search Criteria

First [_____] (Optional)   * Last [sm] (At Least 2 Characters)   * SSN [444111951] (Numbers Only)

[Reset] [Submit]

Search Results

KAMIS NUMBER	PERSON EFF DT	FIRST	MIDDLE	LAST	DOB	SSN	Organization	CUSTOMER STATUS	Create CTO Worksheet
5722178	12/01/2016	COUSIN		SMURF	04/01/1951	444-11-1951	Primary **8**	ACTIVE	🔍

Form Type	Form Date	Form Status	Open
CTO WORKSHEET	29-DEC-16	REFERRED TO 1ST LCA	🔍
CTO WORKSHEET	28-DEC-16	COMPLETED BY LCA	🔍

Search Criteria

First [_____] (Optional)   * Last [sm] (At Least 2 Characters)   * SSN [444111941] (Numbers Only)

[Reset] [Submit]

Search Results

KAMIS NUMBER	PERSON EFF DT	FIRST	MIDDLE	LAST	DOB	SSN	Organization	CUSTOMER STATUS	Create CTO Worksheet
360974	10/04/2016	PAPA		SMURF	04/01/1941	444-11-1941	Primary **9**	ACTIVE	

Form Type	Form Date	Form Status	Open
CTO WORKSHEET	30-DEC-16	REFERRED TO 1ST LCA	🔍

The *Create CTO Worksheet* icon is unavailable if there is already a worksheet with the current date

Client Search Tab, continued

Search Results Scenarios   *continued*

If ….	Then ….
Person is **not** returned (found)	'No Data found' message displays. The person must be added to KAMIS before the CTO process can continue for this resident. Contact the CTO Program Manager* at KDADS to request data entry of customer information. Provide the following required information: • First Name • Last Name • Social Security Number • Date of Birth • Race • Ethnicity

Search Criteria

First |betty   ×| * Last |smurf| * SSN |444332222|
Optional   At Least 2 Characters   Numbers Only
                                           (Reset)(Submit)

Search Results

No Data found

Please contact the CTO Manager at 1-800-432-3535 to request data entry of customer information.

*Contact information can be found in the *General Information* chapter of this manual.

Client Search Tab, continued

Search Results Scenarios   *continued*

If ….	Then ….
'Multiple Records Found' message displays -	More than one matching record was found in KAMIS. Either the person was created in KAMIS more than once, or the same SSN was entered for two different people. This happens sometimes with husband and wife customers. Contact the CTO Program Manager and let him/her know you got this message. The the duplication issue will be identified and resolved. Once resolved, the Client Search can be repeated and the correct customer found.

Search Criteria

First [   ]
Optional

* Last [smurf]
At Least 2 Characters

* SSN [444111941]
Numbers Only

(Reset) (Submit)

Search Results

Multiple Records Found

Please contact the CTO Manager at 1-800-432-3535 to identify the customer and resolve data issues.

KAMIS Search Results that made the above message display:

Search Results (Sorted by Last, First, Middle)   Creat
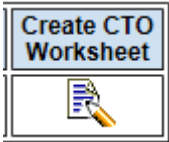
Searched by Social Security Number

Original Eff Date	Effective Date	Person #	First	Middle	Last	DOB	SSN	Organization	Current Medicaid #	Custo Stat
11/01/2016	11/30/2016	5722161	MAMA		SMURF	04/01/1955	444-11-1941	Primary 9	00122222222	ACTIVE
01/01/2009	10/04/2016	360974	PAPA		SMURF	04/01/1941	444-11-1941	Primary 9	00111111111	ACTIVE

Creating or Opening a CTO Worksheet
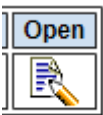
Create a CTO Worksheet

Follow the steps in the table below to create a new CTO worksheet.

Step	Action	Result
1.	Locate customer using the *Client Search* function.	The customer record displays in the Search Results table.
2.	Click once on the create icon located under the **Create CTO Worksheet** column. ![Create CTO Worksheet icon]	A new CTO Worksheet opens with a Form Status of 'Work in Progress.' Reminder: The Create CTO Worksheet icon will not display if an open Worksheet exists with the current date.

Opening an Existing CTO Worksheet

A worksheet may be accessed at any time after it has been created. However, if the worksheet status is no longer Work in Progress, the information in the *Nursing Facility Referral* region can no longer be changed. Follow the steps in the table below to open an existing worksheet:

Step	Action	Result
1.	Locate customer using the *Client Search* function.	The customer record displays in the Search Results.
2.	In the Worksheet List table, click on the Open icon next to the worksheet to be accessed. ![Open icon]	The worksheet opens in the LCA Worksheet tab. The worksheet can only be edited if it is still in Work in Progress status.

Search Criteria

First [   ] * Last [smurf] * SSN [444111951]
Optional   At Least 2 Characters   Numbers Only
(Reset) (Submit)

Search Results

KAMIS NUMBER	PERSON EFF DT	FIRST	MIDDLE	LAST	DOB	SSN	Organization	CUSTOMER STATUS	Create CTO Worksheet
5722178	12/01/2016	COUSIN		SMURF	04/01/1951	444-11-1951	Primary **8**	ACTIVE	

Form Type	Form Date	Form Status	Open
CTO WORKSHEET	03-JAN-17	WORK IN PROGRESS	

LCA Worksheet Tab

Introduction   Once a new CTO worksheet has been created, or an existing one opened, it displays in the LCA Worksheet tab. If the worksheet is a newly created one, the tab will not display until the worksheet is saved by clicking on the *Create* button and an 'Action Processed' message displays to confirm its creation.

This chapter contains information on the fields that the nursing facility will complete to finish the Nursing Facility Referral part of the CTO Worksheet.

LCA Worksheet Tab, continued

Form Fields   Refer to the table below for a description of each field in the *Nursing Facility Referral* region.

Required fields are marked with a red asterisk (*****) in front of the field label.

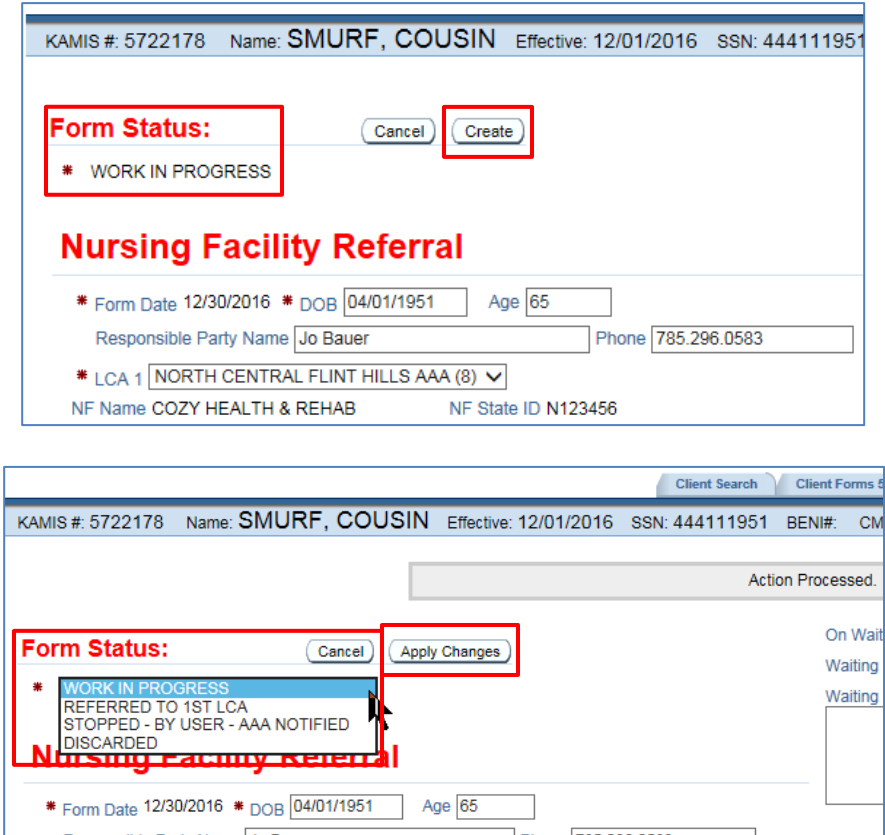| Field	Action / Purpose
Form Status	Defaults to Work in Progress when the worksheet is first created. When complete, refer the worksheet by changing the status to "Referred to 1st LCA".
Form Date	Defaults to current date. Can be changed.
DOB	If incorrect, the field can be edited. Changes to this field will *not* change KAMIS data. Contact the AAA/ADRC associated with the client to inform them of the change so they can make the correction in KAMIS.
Age	Auto-calculates from the date of birth to the current date.
Responsible Party Name	Can enter DPOA, spouse, child, etc. here.
Phone	The Responsible Party's phone number.
LCA1	Auto-populates with the AAA/ADRC serving the county in which the Nursing Facility resides. Age no longer figures into which LCA is selected; it is always the AAA/ADRC.
LCA2	This field is no longer used and does not display on newer CTO worksheets. Prior to the application update that removed LCA2 from the new form, it contained the Area Agency on Aging or Center for Independent Living serving the county in which the Nursing Facility resides, depending on if the customer's age was over 65 or not.
Nursing Facility / NF State ID / Address/County	Populates from the logged-in user's associated facility information.
NF Admission Date	Date the client was admitted to this nursing facility.
Days in NF	Auto-calculates from the NF Admission Date to the current date.
NF Contact Name	The person who the AAA/ADRC or KDADS can contact if there are questions regarding the referral.
Phone	The NF Contact's phone number.
NF Comments	Any comments relevant to this referral can be entered here.

Creating/Saving the CTO Worksheet

Introduction   A newly created CTO Worksheet is not saved until the 'Create' button is clicked. Once saved, the 'Create' button changes to an 'Apply Changes' button, and the Form Status updates to a drop-down list with additional choices.

In order for the referral process to the Local Contact Agency (LCA) to begin, the form status must be changed and saved. If the status remains at Work in Progress, *the LCA will never be aware of the referral.*

How To   Follow the steps in the table below to create/save a CTO Worksheet that has been started with the 'Create CTO Worksheet' icon from the *Client Search* page.

Step	Action	Result
1.	Complete the required worksheet fields.	The worksheet cannot be saved until all required fields are completed.
2.	Click on the **Create** button located above the *Nursing Facility Referral* region.	The worksheet is created. ▪ The Form Status becomes editable, with a drop-down list of available options. ▪ The 'Create' button changes to an 'Apply Changes' button.

Creating/Saving the CTO Worksheet, continued

How To   *continued*

Step	Action	Result
3.	Complete any optional fields as desired, if not already done in the previous steps.	
4.	Click on the **Apply Changes** button.	Any changes made are saved.
5.	From the *Form Status* drop-down list, select **REFERRED TO 1ST LCA**	This status is what makes the AAA/ADRC aware of the referral.
6.	Click on the **Apply Changes** button.	The worksheet is saved and the application forwards to the Client Forms page.

Any CTO worksheets created for this client are listed on the Client Forms (KAMIS #) page and can be opened and reviewed by clicking on the 'Open' link.

Note: Once a worksheet is no longer in Work in Progress status, all fields become read-only and the Nursing Facility Referral region can no longer be edited.

Worksheet Status

Worksheet Status

Not all statuses are available to all organization types. However, all worksheet statuses can display in the Report listing on the CTO Report page, regardless of the logged-in user's organization type. The table below lists all worksheet statuses, which organizations will have the status available to select in the Form Status drop-down list, and the purpose of the status.

Status	Available To…	Purpose
Work In Progress	Adult Care Home	Initial status prior to the worksheet being created or while it is being completed by the Adult Care Home.
Referred to 1st LCA	Adult Care Home	Adult Care Home has completed data entry of the worksheet and refers it to the LCA for action.
Discarded	All Organizations	If the Worksheet was started in error, or is determined to no longer be an active request, Discarded closes the referral without further action.
Stopped – By User – AAA Notified	All Organizations	Stops the referral of the worksheet. The user will need to contact the Area Agency on Aging (AAA) by phone regarding the reason for the status.
1st LCA Accepted	1st LCA	Indicates that the LCA has seen and accepts the referral.
1st LCA Working Case	1st LCA	Indicates that the LCA is actively working the case.
Completed by LCA	LCA	Indicates that the LCA portion of the case has been completed. Forwards the payment information into KAMIS. Refers the case to KDADS for payment authorization and processing.
Declined by LCA*	1st LCA	On older worksheets still displaying a 1st and 2nd LCA, this indicated that a condition occurred where the 1st LCA was unable to accept and work the case. Forwarded the case to the 2nd LCA.
2nd LCA Accepted*	2nd LCA	On older worksheets still displaying a 1st and 2nd LCA, this indicated that the 2nd LCA had seen and accepted the referral.
2nd LCA Working Case*	2nd LCA	On older worksheets still displaying a 1st and 2nd LCA, this indicated that the 2nd LCA was actively working the case.
Referred to 2nd LCA*	Automated	System Automated. For older worksheets still displaying a 1st and 2nd LCA: If seven (7) business days had passed since the referral date and the status was either "Declined" or "Referred to 1st LCA", the system referred the case to the 2nd LCA listed on the worksheet.

Continued on next page

Worksheet Status, continued

Worksheet Status   *continued*

Status	Available To…	Purpose
Completed by KDOA/KDADS	KDADS	KDADS is the final step in the worksheet. This status closes the CTO process on this worksheet.
Stopped – Open POC	Automated	An active Plan of Care has been found in KAMIS. Contact the AAA for resolution.
Stopped – On Waiting List	Automated	Once there is a worksheet entered with an indication that the customer is on a waiting list, any future worksheet referrals will be stopped. KDADS has the ability to release a customer's record if he/she should be removed from a waiting list or if the waiting lists are discontinued.
Stopped – Open CTO	Automated	An open worksheet has been found. This would be a duplicate referral, which is not allowed, so the referral is stopped.
Time Limit Exceeded*	Automated	For older worksheets still displaying a 1st and 2nd LCA: Indicated that the 1st LCA did not meet the time limitations and the case was referred to the 2nd LCA. This may have occurred for two reasons: 1. LCA did not complete the worksheet within the 15 days. 2. LCA did not change the status to 1st LCA Working Case. This status is displayed next to the 1st LCA's line on the worksheet.

*Due to changes in the CTO process that eliminated Centers for Independent Living as a Local Contact Authority (LCA), these statuses became obsolete. The CTO application was updated in December 2016 to remove the 2nd LCA statuses as a selectable option.

CTO Report Tab

Introduction	This page displays all customers with CTO worksheets created by the logged-in user's organization. Using available interactive report tools, the information within the report can be sorted and filtered as needed.

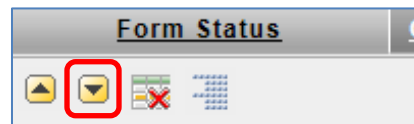|	
Filter/Sort Tools	Click on a column heading to sort and/or filter the information in the report.

CTO Report Tab, continued

Filter/Sort Tools *continued*
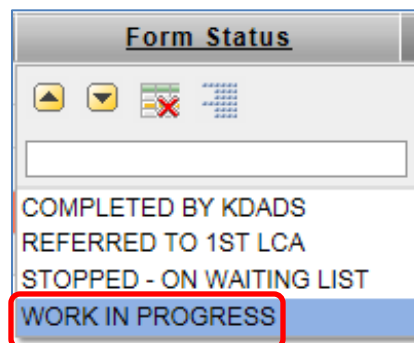**Examples**

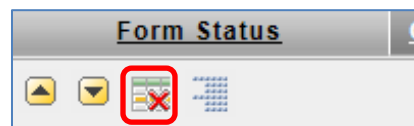Sort records in Ascending order by this column:
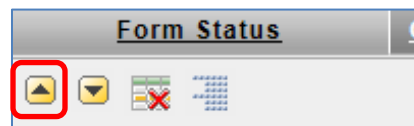
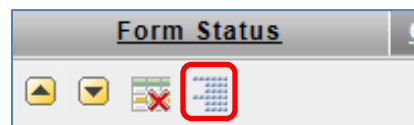Sort records in Descending order by this column:

Filter records by the item selected in this column:

Hide this column from the report display:

Create a Control Break using the items in this column:
(moves the data in the column to a Control Break heading that divides the report into sections by the selected column)

For detailed instructions on how to use the many reporting tools that Interactive Reports provide, refer to the *Interactive Reports User Manual* which can be found on the KDADS Provider Information manuals website at http://www.kdads.ks.gov/provider-home/manuals.
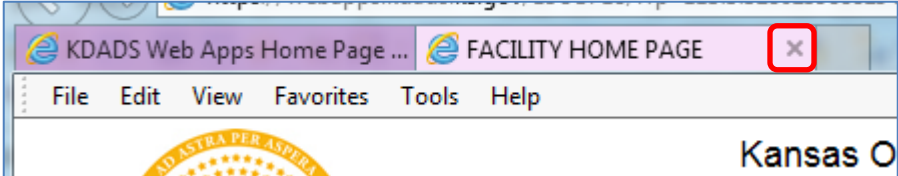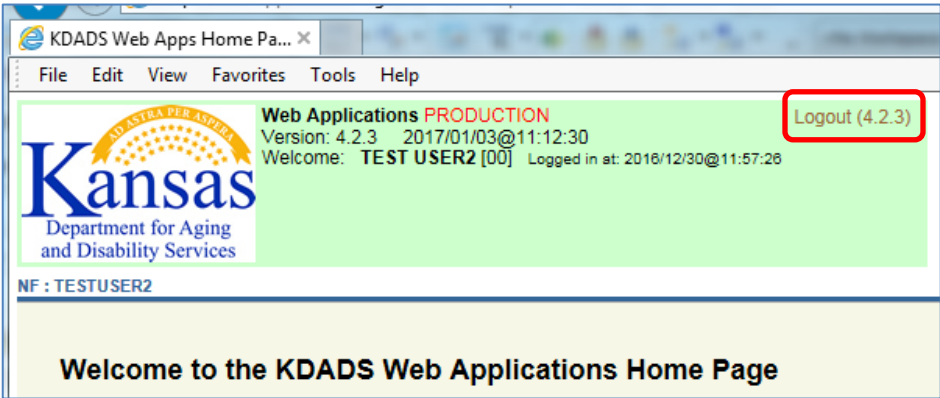
Closing Applications and Logging Out

Introduction   When you are done using CTO or *any* KDADS web application you have access to, you should close the application windows, and log out of the KDADS Web Applications Home Page to prevent unauthorized access to any KDADS web applications.

How To   Follow the steps in the table below to log out of KDADS Web Applications.

Step	Action	Result
1.	Click on the internet browser tab for any open KDADS web app, such as CTO.	Makes the open application the active tab (or window.)
2.	Click on the 'X' on the tab to close the application.	The tabbed window closes.
3.	Repeat steps 1-2 for any additional open KDADS web apps.	When all applications are closed, the KDADS Web Applications Home Page displays.

Step	Action	Result
4.	Locate the **Logout** link at the top of the KDADS Web Applications Home Page.	
5.	Click on the **Logout** link.	The user is logged out of KDADS Web Applications and the login page displays.
6.	Close the web browser.	